

ANNEX A DIRECTION & CONTROL

I. PURPOSE

This annex will develop a capability for the chief executives and key officials of Christian County and/or Municipalities to direct and control response and recovery operations from a designated facility (emergency operations center - EOC) in the event of an emergency.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Christian County has developed an Emergency Operations Plan designed with the entire county in mind. Each of the incorporated subdivisions is encouraged to adopt the county plan as their primary response plan. If the incorporated subdivision decides to adopt the plan, the county's Emergency Operations Center is available for use. A signed memorandum of understanding outlining the responsibilities of each party in the event of a disaster will be drafted.
2. Each incorporated subdivision must appoint an Emergency Management Director. He/she will be charged with ensuring that the local government's policies and procedures are maintained in the county plan, and also ensuring that the interests of the municipality exist in the county's plan.
3. The municipal Emergency Management Director will also oversee Emergency Management activities within their respective jurisdiction.
4. If the incorporated subdivision does not agree to adopt the county's plan, that municipality will have to devise their own Emergency Operations Plan and establish their own Emergency Operations Center. At the time of writing, Nixa, Clever, Ozark, Fremont Hills and Sparta have agreed to use the County EOP.
5. Christian County Primary EOC
 - a. Christian County will direct and control operations from the Emergency Operations Center located in Ozark in the Judicial Facility, hereafter designated as the *primary* emergency operations center (EOC).
 - b. This will serve as the primary EOC because of the E-911 dispatch is next door and is staffed 24 hours and has the communications equipment to communicate with all City, County and State departments or agencies. This includes contact with the State Highway Patrol, Troop D in Springfield; area fire and rescue services; and local government agencies (see Incident Management Guide/Response/EOC Procedures).
 - c. The EOC has an emergency power system, which is tested on a regular basis.

- d. The EOC has dedicated space and equipment for use in an emergency.
 - e. The EOC is equipped with 16 additional phone lines, computers, fax machine, television, projector, etc that are essential for use in an emergency.
6. Christian County Alternate EOC - When the Christian County EOC is untenable, an alternate site may be selected at one of the following locations:
- a. Nixa Fire Protection District Main Office, Nicholas Rd.
 - b. Nixa Police Department, Center Circle
 - c. The designated facility would become the official site for all county officials and departments/agencies having emergency functions should the primary EOC become inoperable. The alternate facility should be minimally equipped with computers, fax machines, paper, and television for use in an emergency. Duplicate materials will stored in the main EOC in a portable kit to transport to the alternate site.
7. Space will be provided in the EOC for the chief executive and principal advisors, damage assessment staff and the public information officer. Space for briefing the media will be available but separate from actual operations rooms. State and/or Federal officials that support disaster operations will also be provided space to operate in the EOC.
8. On-site direction and control can also be established if necessary. Nixa Fire and Rescue has a mobile communications vehicle. This vehicle has communications equipment that in an emergency situation can be taken to any location in the county, giving a good communications base for conducting emergency operations.
9. Each municipality should designate a local EOC. This local EOC may be necessary for smaller scale incidents or for major incidents that require an extensive amount of response. The EOC for each municipality is their City Hall except for Nixa which is Fire Station # 4.

B. Assumptions

- 1. When a classified emergency occurs or threatens to occur, the EOC will be activated in a timely manner. Local officials will respond as directed in this annex.
- 2. Should a total evacuation become necessary, operations can be successfully controlled from nearby safe locations.
- 3. Close coordination with the EOC will be maintained to identify special considerations, secondary threats, and available resources.
- 4. Most emergency situations are handled routinely by emergency response personnel and can be managed at the field level under established departmental procedures.

III. CONCEPT OF OPERATIONS

A. General

1. The EOC can be activated by either the chief elected official or Emergency Management Director.
2. The County Commission and/or Mayor along with representatives of county / city departments (i.e., Direction and Control Staff) will assemble in the EOC to direct, control, and coordinate emergency response operations within their respective jurisdictions.
3. Staffing of the EOC will be determined by the severity of the situation.
4. In most situations, it will be necessary to utilize a unified command post, and/or move direction and control activities to an alternate site.
5. The Incident Commander will direct and control operations at the disaster site. He/she will maintain contact with the EOC and keep them informed of the situation. All responding agencies will operate under the National Incident Management System.
6. Those emergency support services that do not operate from the EOC will designate and establish a work/control center to manage organizational resources and response personnel. During emergency situations they will maintain contact with the EOC through their designated representative.
7. Emergency response personnel provided by the various organizations/agencies to support emergency operations will remain under the direction and control of the sponsoring organization, but will be assigned by the EOC to respond to a specific disaster location.
8. Each emergency response service (i.e., fire, law enforcement, etc.) will provide for the continuous manning of emergency response jobs. Work shifts will be established to provide the necessary response.
9. Procedures for handling reports/messages coming in and out of the EOC (i.e. review, verification, distribution, etc.) will be as outlined in Appendix 2 to this annex.
10. Information received in the EOC from field units and other reliable sources will be compiled and reported to the State Emergency Management Agency (State EOC) as requested and/or required. This information will be displayed in an appropriate place in the EOC.
11. State and/or Federal officials will support disaster operations as appropriate. These officials will coordinate their efforts through the designated EOC.
12. Should a life-threatening situation develop or appear imminent, emergency instructions to the public will be disseminated by all available mean. See Annex B.

13. EOC operations will continue as determined by the situation, and will conclude by order of the chief elected official.
14. The Emergency Management Director must maintain the capability to activate the EOC on short notice and maintain a continuous 24-hour a day manning of emergency response jobs (EOC staff, emergency support services, dispatchers, shelter teams, etc.). This will include setting up work shifts.
15. Those organizations and agencies providing emergency response personnel must include in their standard operating Guidelines (SOG's) the specific emergency authorities that may be assumed by a designated successor during emergency situations. The circumstances under which this authority would become effective and when it would be terminated should also be identified.

B. Actions To Be Taken By Operating Time Frames

1. Mitigation
 - a. Analyze potential disasters (See Situation and Assumptions, Basic Plan) and expand EOC capabilities to meet all situations.
 - b. Identify agencies, facilities, personnel and resources necessary to support EOC operations.
 - c. Develop procedures for upgrading EOC.
 - d. Train Direction and Control staff in EOC procedures and NIMS.
 - e. Develop a public information program to make citizens aware of the EOC facility and its purpose. Conduct tours and briefings as necessary.
 - f. Develop plans to relocate EOC operations if it becomes necessary.
 - g. Prepare displays and acquire equipment necessary for EOC operations.
 - h. Develop a media and rumor control program.
 - i. Stock administrative supplies and equipment.
 - j. Develop a method for message handling within the EOC.
 - k. Develop EOC security procedures.
 - l. Conduct exercises and critiques of EOC procedures with all EOC staff.

- m. Develop information booklets to be distributed to Direction and Control Staff when the EOC is activated. These booklets should contain, but not limited to the following:
 - EOC SOGs
 - EOC layout/floor plan
 - Checklists of activities
 - Time sheets, log sheets
 - Message handling procedures to include receiving, transmitting, preparing and logging

2. Preparedness

- a. Alert appropriate staff depending upon the potential situation, activity, required.
- b. Take action as necessary (Issue warnings and disseminate public information, etc.).
- c. Test communications.
- d. Inventory equipment and supplies and alleviate shortages.
- e. Establish contact with higher levels of government and neighboring jurisdictions.
- f. Initiate EOC security procedures. Alert Security personnel.
- g. Alert participating organizations outside of government.
- h. Conduct initial staff briefing and establish work and briefing schedule.
- i. Maintain alert status until situation changes or stand down is given.

3. Response

- a. Coordinate actions as required by the situation.
- b. Begin Damage Assessment to establish situation reports.
- c. Conduct a regular situation briefing to include reports from operating departments/agencies.
- d. Report situation to higher levels of government.

- e. Maintain records of actions taken to include messages received & sent.
 - f. Continue this level of activity until recovery begins.
4. Recovery
- a. Tabulate damage to include displaced persons and request outside assistance if necessary.
 - b. Assimilate expenditure data and cost figures for payment.
 - c. Repair equipment and replenish supplies.
 - d. Begin deactivation of EOC as conditions permit.
 - e. Conduct critiques and initiate actions to improve capabilities.
 - f. Prepare and submit after-action report to the State Emergency Management Agency.

IV. ORGANIZATION AND RESPONSIBILITIES

A. Organization

A diagram of the Direction and Control function is shown in Appendix 1 to this annex.

B. Responsibilities

1. The primary responsibility for Direction and Control rests with the chief elected official of the jurisdiction (i.e., Presiding Commissioner, Mayor--see Response/City Response Procedures/Chain of Command section of the Incident Management Plan for line of succession). This Direction and Control Coordinator will:
 - a. Implement this Emergency Operations Plan.
 - b. Activate response personnel and direct emergency response operations.
 - c. Summarize damage assessment information and submit appropriate reports.
2. All departments, agencies, and individuals support the Direction and Control function as follows:
 - a. Coordinate their activities with the EOC (through established lines of communications or by designating a representative to report to the EOC).
 - b. Advise the Direction and Control staff in their area of expertise/ responsibility.
 - c. Include in their SOGs the specific emergency authorities that may be assumed by a designated successor, the circumstances under which this authority would become effective, and when it would be terminated.

- d. Compile damage assessment figures.
 - e. Tabulate expenditure data for the emergency situation.
3. In addition to the aforementioned responsibilities, the following have these assignments:
- a. Emergency Management Director
 - Maintain the operational readiness of the EOC necessary for a continuous 24-hour operation (i.e., identify EOC personnel, stock administrative supplies and equipment, prepare status boards, furnish maps to plot data and set up displays to post damage assessment information).
 - Train the EOC staff through tests, exercises and NIMS.
 - Coordinate and manage EOC operations.
 - Implement message handling procedures (see Appendix 2)
 - Conduct regular briefings while the EOC is activated.
 - b. The Judicial Facility Security Personnel are responsible for providing security in the EOC.
 - c. The Communications and Warning Coordinator is responsible for establishing an EOC communications capability.

V. CONTINUITY OF GOVERNMENT

- A. If the primary EOC is not able to function (i.e., EOC is damaged, inaccessible, etc.), an alternate EOC will be activated (see Section II of this annex). It is the responsibility of the Emergency Management Director to: manage the alternate EOC, provide for the relocation of staff members to this facility, and transfer direction and control authority from the primary EOC.
- B. Should it become necessary to evacuate the entire county, the EOC will be moved to the nearest safe location.
- C. Essential records vital to the direction and control function should be duplicated and maintained at another location, or plans should be made to move these records to a safe location.
- D. The elected officials and departments have established lines of succession and these are located in each appropriate annex.

VI. ADMINISTRATION AND LOGISTICS

- A. The EOC will serve, as a central point for coordinating the operational, logistical, and administrative support needs of response personnel at the disaster site, public shelters, and agency work/control/dispatch centers.
- B. Requests for assistance, general messages, and reports will be handled using the procedures and forms in Appendix 2 to this annex.
- C. Security personnel at the entrance will maintain a record of all persons entering and departing the EOC. All personnel will be issued a pass to be worn while in the EOC and to be returned when departing from the premises.
- D. Provisions for collecting, analyzing, reporting, and disseminating information to, from, and between response personnel, State and Federal officials, and the public will be developed.
- E. Establish a procedure for acknowledging and authenticating reports.
- F. All requests for assistance, all general messages, and all reports will be handled using the procedures and forms found in Appendix 2 to this annex. The use of reports will vary according to the type of emergency involved.
- G. Media personnel will be provided telephones within an area adjacent to the EOC. Scheduled news conferences will be held at regular intervals. Media personnel will not be permitted to enter the EOC.

Appendix 1: Direction and Control Diagram

Appendix 2: Message Handling Procedures

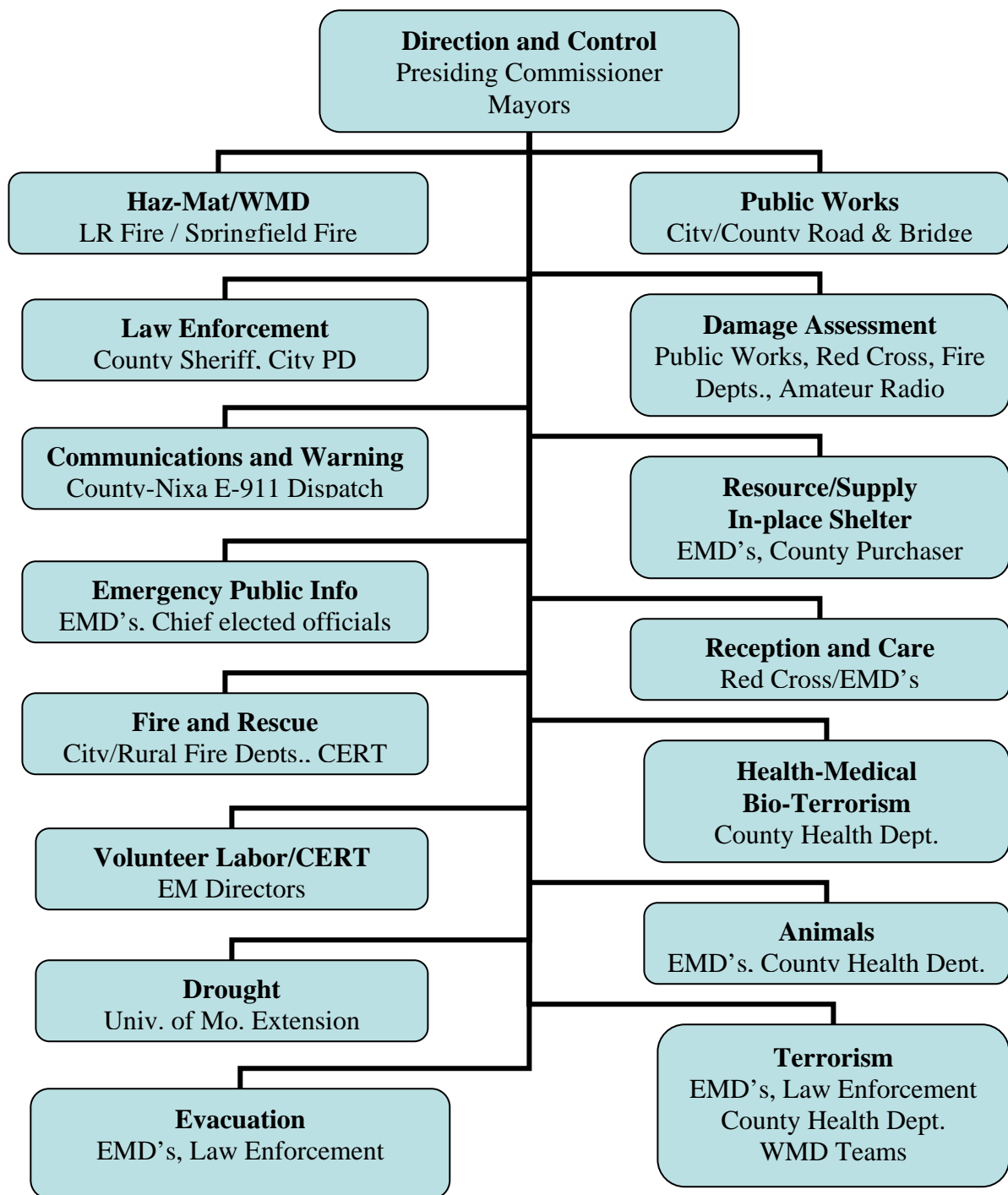
Appendix 3: Message Form

Appendix 4: Communications Log

Appendix 5: Significant Events Log

Appendix 6: EOC Sign In/Sign Out

Appendix 1 to Annex A
DIRECTION AND CONTROL DIAGRAM



MESSAGE HANDLING PROCEDURES

I. Message Handling Procedures

A. Communications Room

1. Radio Operator
 - a. Records message.
 - b. Enters message into log.
 - c. Gives message to runner.
2. Message Clerk
 - a. Determines proper receiver of message.
 - b. Assigns priority.
 - c. Enters message into log.
 - d. Forwards to the receiver (operator, dept. head)

B. Operations Room

1. Operators, Department Heads (message receiver)
 - a. Records message.
 - b. Determines capability to respond.
 - c. Coordinates and completes response; forwards if unable to respond.
 - d. Forwards to message clerk and to communications room if necessary.
2. Message Clerk
 - a. Plots and files messages.
 - b. Completes log.

II. MESSAGE AND LOG FORMS

- A. Attachment A to this Appendix contains a copy of the message form that should be used for a classified emergency.
- B. Radio, telephones, and/or runners will be used to communicate messages back and forth from the EOC to other organizations/agencies involved.
- C. All messages, incoming and outgoing, will be logged for future reference. See Attachment B to this Appendix for a copy of the communications log form.
- D. A significant events log will be maintained during the emergency. The log will be used to record key disaster related information (casualty information, health concerns, property damage, fire status, size of risk area, scope of the hazard to the public, number of evacuees, radiation dose, etc.). See Attachment C to this Appendix for a copy of this log.
- E. All personnel for message handling will be furnished by the Emergency Management Office and/or E-911

Appendix 3 to Annex A

Message Form

<div>MESSAGE FORM</div>		<div>INCOMING OUTGOING</div>	
<div>DATE</div>	<div>TIME</div>		
<div>TO: (Station ID)</div>		<div>Reason for Message: Question Response Announcement</div>	
<div>FROM: (Station ID)</div>		<div>Priority: Routine Tactical Emergency</div>	
<div>MESSAGE:</div>			
<div>ROUTED TO:</div>		<div>Sent by</div>	
<div>INFORMATION COPY TO:</div>		<div>Received by</div>	
<div>REPLY</div>		<div>Reason for Message: Question Response Announcement</div>	
<div>DATE</div>	<div>TIME</div>	<div>-----</div>	
<div>TO:</div>		<div>Priority: Routine Tactical Emergency</div>	
<div>FROM:</div>			
<div>MESSAGE:</div>			

COMMUNICATIONS LOG

[illegible]

SIGNIFICANT EVENTS LOG

December 2005

EOC SIGN IN/SIGN OUT SHEET

Incident Number:_____

[illegible]

December 2005

This Page
is
intentionally
left blank